

User Account Request - Choosing a Type

Changes to Existing - (For a User/Employee/Vendor/Contractor/Partner who is in **same position**)

- Current user requires change in access/permission to an existing folder or account (i.e. for example: need to be added to an existing Active Directory folder or removed from a security group and/or email distribution list*)
*Distribution Lists tend to have owners associated so you may not need to do a UAR but instead contact the owner of the list with your needs. See http://dii.vermont.gov/support/how_to_Managing_Distribution_Lists.
- Current user requires change to add/remove a program account **due to changes in duties**. (i.e. for example: add OnBase, AFG, Peaks application if user did not have it previously OR remove ACD phone, OnBase, OMS).
- Name Change to a current user. Identify user's current existing name, then in description box, detail what the new name should be changed to. This will require account actions be picked to identify what account's the user has that will need the name change.

New Hire

- A new user who currently does not have an account with the State of Vermont (new employee to State Government)
- A new vendor/partner/contractor account who currently does not have a State of Vermont account
- A Current user moving within State Government (i.e. being hired into a different position by terminating from previous position or changing from a Temp/Vendor to a permanent state employee)
 - A LANdesk UAR Request is done by Hiring Agency/Department who submits a UAR request to add new security groups and/or accounts specific to the new position

Termination

- A user who has terminated from their State of Vermont employment
- A vendor/partner/contractor account who no longer needs their State of Vermont account
- A Current user moving within State Government (i.e. terminating from a position and being hired into a different position or changing from a Temp/Vendor to a permanent state employee)
 - A LANdesk UAR Request / Termination is done by the Departing Agency/Department to remove all current security groups and other account accesses that are no longer needed. This is also where it would be noted in the description details that authorization is given for the user to have access to existing mailbox and files.

Use "REQUEST SUPPORT" Module in LANdesk for the following cases:

- You need an Active Directory group or folder created/removed and list existing users that should have permissions given/removed.
- You need to have an Email distribution list created/removed and list the user to add/remove to that list.
- Simple Global Address List changes in Outlook such as, phone number change, location address changes.